

Warren County
Small Business
Development
Center

Mom *Did* Know
Best at
Factory Direct
Craft Supply

Animal Medical
Center Doubles
Space

FALL 2013

Volume 9, Issue 2

Complete Grinding Solutions Completes Move

Complete Grinding Solutions' new 9,600 sq. ft. building at 55 Commercial Way has a unique look to it, featuring more windows than is common in the typical American business structure.

The look reflects the views of Swiss-born owners Beat Maurer and Raphael Obrecht, President and Vice President, respectively.



"It does have a very European look," says Raphael. "We have very well-known companies as

customers, and we need to present a positive impression with them. It also looks very nice for both visitors and our employees." Their clients include well-know names such as Siemens, Caterpillar, Borg-Warner, NASA, Parker Hannifin and others.

CGS specializes in the niche market of high precision cylinder grinding using Studer equipment, made in Switzerland since 1912 by the Fritz Studer company. United Grinding in Miamisburg is the sole U.S. supplier of new Studer grinding machines and Beat and Raphael worked for them prior to starting CGS on Pioneer Boulevard in 2006.

Indeed, they gave six months notice before leaving United and still maintain a good working relationship with the company, including servicing Studer equipment throughout the United States. "We help each other out. High-end cylindrical grinding is a close-knit field."

The company began in 2006 in a building on Pioneer Boulevard. "After we added more machines, we outgrew the building. We had a difficult time finding

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No Slowing Down When You Love What You Do

As Greg's Prime Meats rounds out 35 years of operation, does owner Greg Jardine think about slowing down? "Oh yeah, every day," he says with a grin. "But I love what I do. I fell into it and I still love it."

His enthusiasm is unmistakable as he smiles, greets customers by name and moves quickly around in the small world between the meat display cases and work counter, an area about three feet wide and 30 feet long.

In 1978, Greg, at 21, opened the doors of a small meat market on Ohio 122 between Springboro and Lebanon. Looking north and watching Springboro boom, he became one of the first tenants in Springboro Pointe in 1989. He outgrew the space and in 2000 opened the 2,000 sq. ft. space at 230 W. Central Ave.

Prime cuts are his signature and virtually all the natural Black Angus beef comes from Creekstone Farms in Kansas. Creekstone boasts no added hormones, no antibiotics, no artificial ingredients and USDA Certification. "My customers know and appreciate high-quality meat. They are people for whom it's a real priority. When you walk into my

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City Partner: Warren County SBDC



Warren County's Small Business Development Center (SBDC) will continue to play a major role in supporting and helping the small businesses in Warren County and Springboro grow to the next level.

Through the professional experience of two counselors, Joe Schiesler and Mike Stater, they are able to give professional counseling, technical assistance and training that entrepreneurs will need to be successful in the future.

The SBDC program provides high-impact, front line services designed to facilitate small business growth, job creation and access to capital. They provide confidential one-on-one business advising at no cost, management training and education programs and technical assistance to companies with up to 500 employees. They can also help with specialty programs, International Trade Assistance Centers (ITAC) and Manufacturing and Technology Small Business Development Centers (MTSBDC). With in-depth, substantive, ongoing business counseling and training, the intended outcomes for their clients include successful business start-ups and business expansion, job creation and retention and increased company revenue and profit.

The SBDC program is a collaborative effort that links the resources of the private sector, educational community, chambers and municipalities and county government. This can be shown by the result of the first nine months of operation in Warren County.

In the first nine months, the local SBDC office has seen 103 clients and has conducted 158 counseling sessions for a total of 303 hours. How were the 303 hours used: 197 hours were actual counseling hours, 79 hours were used to prepare for the counseling session and 27 hours in travel time to the client's business.

Springboro has benefitted with eight (8) companies taking advantage of the SBDC and their services already this year.

The City of Springboro is a founding member of the SBDC and hopes that all of our local businesses can take advantage of their FREE services. If you would like to contact a Warren County SBDC advisor, you can call either Joe or Mike at 513-932-8145, ext. 5317.

Complete Grinding Solutions Completes Move

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an existing building that met our needs. We do extremely high-end grinding with minute tolerances. To maintain those tolerances, we need precise temperature control between 68 and 71 degrees at all times." Springboro was anxious to keep the company in the city and other communities also courted them, including nearby Carlisle.

CGS also does on-site installation, retooling, consulting, process support, training and prototyping "We have worked on a fuel pump assembly that will be used in a lunar landing at some point, and we've done some work for the military where we weren't allowed to know the composition of the material we were working with."

The two mechanical engineers met at a trade show in Los Angeles. Beat worked for the Miamisburg grinding company, and when an opening occurred, he encouraged Raphael to come to Southwest Ohio. "It was not an easy decision. My wife is from El Salvador, our son was very young and her extended family is in Los Angeles," Raphael recalls.

Both men live in Springboro. Raphael has a 13 year-old son and 11-year-old daughter. Beat has two daughters, ages 20 and 17 and a 13-year-old son.

For more information, check out the website at www.cgs-us.com.



Please Recycle

After you are finished reading the *Business Matters* Newsletter, please consider the environment and recycle this publication instead of throwing it in the regular trash. This paper is recyclable. Thanks for doing your part!

Mom Did Know Best at Factory Direct Craft Supply



Crafters, event planners, home decorators and other web surfers find a unique range of products when they visit the Factory Direct Craft website.

On-line visitors see slick .jpgs highlighting the astounding product choices. They see easy-click ordering and convenient customer service help. What they don't see is the 76,000 sq. ft. warehouse in Springboro and row after row of products packed about two stories high on shelving repurposed from a closed Home Depot. They also don't see the eight call center service staff also based in the Springboro headquarters at 901 Pleasant Way.

Factory Direct Craft Supply grew from a local stay-at-home mom's desire to help the family stay afloat when her husband was laid off from his job more than 20 years ago. Shari Doggett grew her craft item business into three retail stores and six flea markets. She opened her first store, 7,000 sq. ft., in 1993 on Conover Drive in Franklin. In 1995 Factory Direct began the move to virtual sales and debuted its web site the following year. Storefronts were phased out and the last one was closed in mid-2011.

Today, Shari, and her husband Paul, reside in Florida and spend most of the year traveling the world together, checking out trade shows, closeouts and other sources of new products.

The move to Springboro came about a year ago, and the corporation Shari and Paul head, owns almost 8 acres. "We have room to expand and could add on another 50,000 sq. ft.," says their son, Chris Doggett, who is the Warehouse Operations Manager

Chris handles the day-to-day operations, including overseeing the 40 full-time employees, many of whom are family members, "We're still very much a family-run business." The operation uses a sophisticated computerized inventory control system to locate, pick, pack and ship and track orders. Workers can use three-wheeled bikes to cruise the warehouse, while three full-time photographers continually shoot new products and a computer guru keeps the website and associated systems up-to-date. Social media sites and tracking software were developed in house as well.

"Companies now call us to buy out products and we never know where the call might come from. Customer service and product selection have been our hallmarks since the business began.

The company website is www.FactoryDirectCraft.com.



No Slowing Down When You Love What You Do

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store you're the boss." He's seen no significant downturns during tough economic times during his 35 years, he says.

Fresh cuts line the display cases, while frozen game meats are displayed in a nearby freezer case. Over the years, he's expanded the foods prepared on-site, such as salads, his own chicken/sausage. "We've also added chicken salad, twice-baked potatoes, smoked meat, such as ribs, all made on site," says his wife, Dawn, who also works full-time in the store. The freezer case offers ground buffalo and elk, manicotti and soups.

"We've expanded to meet customer demand, but we're not into pick-up meals and lots of take home meals. I don't want to compete in that market. We're focused on meat," Greg says. He also turned down an offer to purchase another market, and doesn't wholesale to restaurants, preferring to remain a local mainstay.

Over the years it has evolved into a real family business – in addition to Dawn, Greg's oldest son Dave, 33, works with him every day. Dawn's daughter Samara works part time, and several part time staff help during busy times.

Greg's Prime Meats is open weekdays 9 a.m. to 6 p.m., 9 to 5 Saturday and 11 to 4 on Sundays. The market is closed on Wednesdays. For more information, call **937-748-1800**.



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Animal Medical Center Doubles Space

Animal Medical Center is completing an ambitious build/remodel project that sees the once 3,500 sq. ft. veterinarian office double in size.

The new office, at 912 W. Central Ave., next to Tim Horton's and Wendy's, is the high-tech addition where William Martin, DVM, and his associates treat mostly four-legged patients. He purchased the practice started by vet Fred Gunther in the 1960s. When Dr. Gunther retired in about 2002, William added staff as the practice increased and today AMC has 21 full and part-time staff members.

"I was in negotiations for a different place in Springboro, when this practice became available. I had seven years experience in specialty areas of veterinarian medicine and was ready to start my own practice. My mentor in Cincinnati strongly encouraged me to take over this practice, and now, of course, I'm very grateful he did."

As the name implies, specialty practices in vets refers to similar practice areas for humans, orthopedics, radiology, cardiology, urology, and other areas.

William's experience prepared him to go beyond well-animal check-ups, shots, spay and neuter services and treatment of minor illnesses. The office is equipped with diagnostic technology seen in specialty vet clinics, including on-site lab and radiology services. "Taking your pet to a

specialist can be a financial issue since few pet owners have pet insurance, so my background comes in handy. You have to know your limitations, however. I have excellent relations with specialty vets and we frequently consult and refer back and forth."

His years in various specialties now bring value-added treatment to his own practice. "We are basically the only specialty practice in an-about 20 mile radius. I have no problem referring to a specialist, but in most cases, our technology and my background allow us to treat the animal."

William earned his undergraduate degree at the University of Cincinnati and graduated from the Ohio State University School of Veterinarian Medicine in 2000. His wife, Jeanette, has a business degree and oversees the business operations. "She does all the stuff I can't do, and keeps us running."

Animal Medical Center also has an office on South Main St. in Miamisburg. He had considered that practice, before settling in Springboro. It became available again in 2008. "I never wanted two practices," but the offer was too good to pass up. William placed a then-recent vet graduate at the practice and another vet has since been added.

More information is available at www.amcmiasburg.com or call **937-746-3934**

